

That which is claimed:

1. A method for communicating with customers, comprising:
 - 5 combining billing information and non-billing information to create a customized communication;
 - conveying said customized communication to a customer.
2. The method of claim 2, wherein combining billing information and non-billing information to create a customized communication further comprises:
 - 10 creating a customer database having said billing information and said non-billing information;
 - classifying customers in said database;
 - selecting said non-billing information to communicate; and
 - classifying said non-billing information.
3. The method of claim 2, wherein said database comprises:
 - 15 customer profiles;
 - customer billing information; and
 - non-billing information profiles.
4. The method of claim 3, wherein classifying customers in said database comprises:
 - 20 creating a set of classifications that correlate to customer traits;
 - assigning applicable classifications from said set of classifications to customers; and
 - recording said applicable classifications in respective customer profiles in said database.
- 25 5. The method of claim 4, wherein classifying said non-billing information comprises:

assigning applicable classifications from said set of classifications to selected non-billing information; and

recording said applicable classifications in respective non-billing information profiles in said database.

- 5 6. The method of claim 5, wherein combining billing information and non-billing information to create a customized communication further comprises:

combining billing information for a customer with non-billing information, wherein an applicable classification recorded in the profile of said non-billable information matches an applicable classification recorded in said customer's profile.

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7. The method of claim 1, wherein said customized communication comprises a newsletter.
8. The method of claim 1, wherein conveying said customized communication to a customer comprises providing printed material to said customer via a delivery system.
9. The method of claim 1, wherein conveying said customized communication to a customer comprises providing said customized newsletter to said customer electronically.
10. A system for communicating with customers comprising:
an operator, wherein said operator selects an article of non-billing information;
computer readable media for combining billing information and non-billing information to create a customized communication, and
a computer system having a processor and a data store associated therewith, said computer system being in communication with said computer readable media.
11. The system of claim 10, wherein said computer system comprises:

a combination of a server connected to a network for communicating with a terminal connected to said network; and
a terminal connected to said network.

12. The system of claim 10, further comprising a set of classifications correlated to customer traits.
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13. The system of claim 12, wherein applicable classifications are assigned to customers and said non-billing information.
14. The system of claim 13, wherein said operator assigns applicable classifications to customers and said non-billing information.
10 15. The system of claim 13, wherein said computer readable media further comprises instructions for assigning applicable classifications to customers and said non-billing information.
16. The system of claim 13, wherein said computer readable media further comprises a relational database system.
15 17. The system of claim 16, wherein said relational database system comprises:
a customer table, wherein said customer table comprises customer information, unique customer identifiers, and classifications assigned to customers;
20 a billing information table, wherein said billing information table comprises unique customer identifiers and customer billing information, and has a relationship to said customer table based on said unique customer identifiers;
a non-billing information table, wherein said non-billing information table comprises non-billing information and classifications assigned to said non-billing information, and has a relationship to said customer table based on said classifications; and
25 a report that combines billing information for a customer with non-billing information that possesses an assigned classification matching

an assigned classification of said customer, to create said customized communication for said customer.

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- 18. The system of claim 10, wherein said customized communication comprises a newsletter.
 - 19. The system of claim 16, further comprising a printer in communication with said computer system, wherein said printer is capable of printing said customized newsletter.
 - 20. The system of claim 16, wherein said customized newsletter is conveyed to a customer electronically.
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